



The City of



Public Utilities Department

FAQ

H2O San Diego

What is the H2O San Diego (H2O SD) Program?


The H2O SD Program assists qualified low-income customers with their water utility bills.

How does the H2O SD Program work?

Qualifying residential customers may receive a credit up to \$100 on their water utility bill, once in a 12-month period. Customers must reapply for subsequent years.

Who qualifies for assistance?

Customers must meet the following criteria to receive assistance:

- Proof of enrollment in SDGE's CARE Program.
- Limited to Public Utilities residential customers.
- Public Utilities bill must be in the name of the residential customer seeking assistance.
- Address of the Public Utilities bill must be the customer's primary residence.
- Customers are required to participate in the Public Utilities Department's free [Residential Water Survey Program](#).
- Potential applicants must live in the City of San Diego in a single-family residence
- Must be account holder and responsible for paying water utility bill
- All household members' income must be combined for a gross annual household income.
- Must meet SDGE CARE Program eligibility requirements and  [CARE income guidelines](#)

How is the H2O SD Program funded?

The H2O SD Program is funded through charitable donations.

Are my donations to the H2O SD Program tax deductible?

Yes. Charitable contributions made to governmental agencies for a public purpose are tax deductible under section §170(c)(1) of the Internal Revenue Code. If you donate \$10 or more, you will receive a year-end total of your donations for tax purposes. Please contact your tax preparer for guidance.